

House of Commons Employee Survey 2009 Headline Report

GfK NOP
Employee

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Contents

- 1** Introduction
- 2** Summary of results
- 3** Overall satisfaction
- 4** Highest Scores
- 5** Lowest Scores
- 6** Biggest Improvements
- 7** Biggest Declines

Introduction

Objectives

The survey was undertaken in order to:

- Obtain employee's opinions of working at HOC / PICT
- Understand where HOC / PICT are doing well and where improvements can be made
- Measure Employee Engagement

Overview

Self-completion study. An online version was available to all employees with email and internet access while a paper version was made available for all other staff

Response Rates

1921 employees / 1104 completed questionnaires
57% Response rate

Fieldwork

1st June – 19th June 2009

Summary

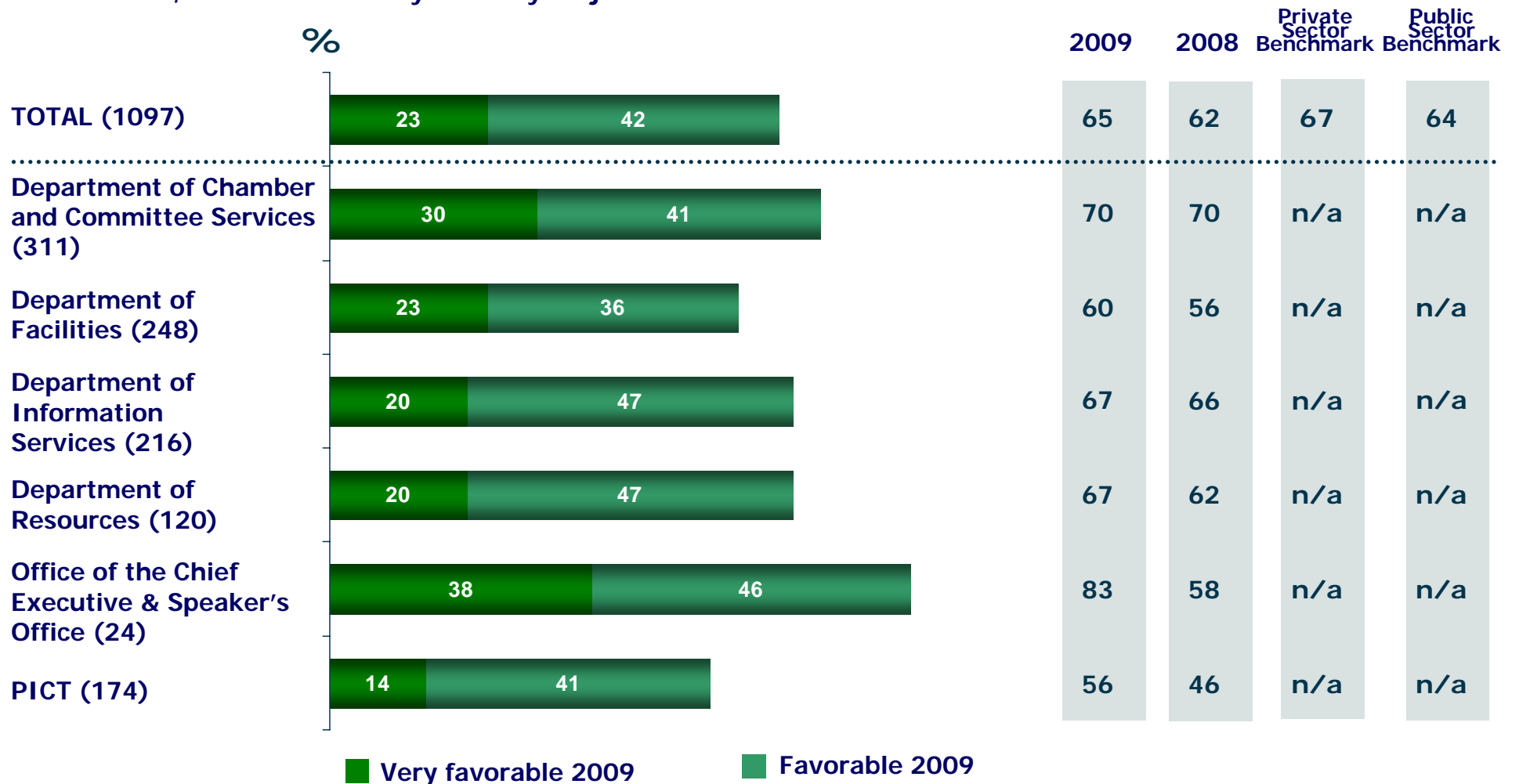
- **General Performance** – most scores are improving and the House of Commons / PICT is moving in the right direction.
- **Overall Satisfaction** – satisfaction with job has increased across most departments since 2008 and about two third of employees are now satisfied. The score is in line with the Public sector benchmark, but still falls below Private sector benchmark.
- **Pride and Advocacy** - although the House of Commons / PICT still performs above Public and Private sector benchmarks on both employees' pride in working for the organisation and the likelihood of recommending it as a good place to work, the scores have dropped since 2008.
- **Category Performance** - all categories have increased since last year (in particular 'Communication' is up 11% and scores are extremely positive) except for 'Change' where the scores have dropped slightly (2%). In terms of Departments, Department of Facilities and PICT have given the least positive ratings on the categories and perform below the House of Commons / PICT average on most aspects.
- **Highest Performers** - there are some exceptional scores amongst elements of **Involvement & Co-operation, Communications** and **Engagement** and with employees understanding what is expected of them in their work (92%), how their work contributes to the achievement of their Department's goals (90%), willing to work beyond what is required in order to help the House of Commons / PICT be successful (90%), supporting the overall aims and objectives of the organisation (85%) and those of their Department (88%), where the latter has seen a notable increase since 2008.

Summary

- In addition, positive results have been seen in Work Organisation and Service Quality and Immediate manager with regards to: team working efficiently (89%) and the effectiveness of Line Manager/Supervisor (81%).
- **Lowest Performers** - least positive views are seen amongst Leadership and Training and Development. In particular results for providing careers advice (28%), experience of various Departments (38%), developing people to their full potential (44%) as well as the Management board being sufficiently visible to staff (31%), providing clear sense of direction (36%) and being effective (38%).
- **Biggest Improvers** - though, most of Senior Management scores are amongst the lower performing, they have seen some of the biggest improvements this year in terms of managing change (24% increase), setting objectives clearly (22% increase), working together as a team (18% increase) and making decisions promptly (14% increase).
- **Biggest Declines** - in 2009 fewer employees feel that they are being treated with fairness and respect regardless of their grade (9 % drop compared to 2008) and are proud to work for the organisation. Similarly, they feel less encouraged to come up with innovative solutions to work-related problems than in 2008.

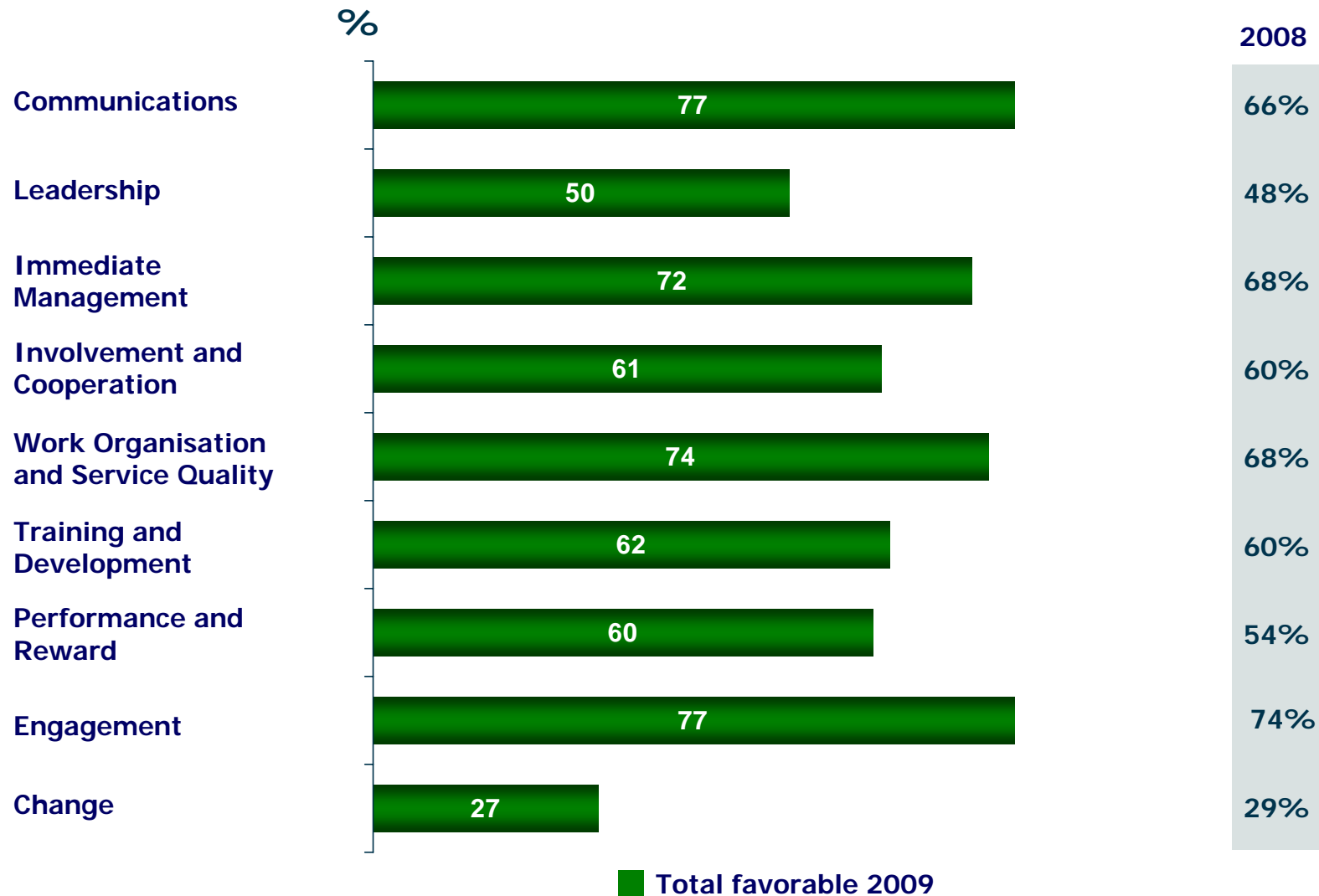
Overall Satisfaction

Q61. Overall, how satisfied are you with your job?



Base: All responding (1097)

Category Scores



Base: All responding

Category Scores – by department

%

Values displayed are based on Total Favourable scores

Coloured cells indicate a statistically significant difference

	A	B	C	D	E	F	G
Communications	77	80	68	82	80	92	75
Leadership	50	51	47	51	54	76	44
Immediate Management	72	73	66	77	78	85	67
Involvement and Cooperation	61	60	59	64	65	79	58
Work Organisation and Service Quality	74	77	68	76	79	87	69
Training and Development	62	61	59	66	66	69	60
Performance and Reward	60	65	49	66	62	71	55
Engagement	77	80	73	79	77	87	73
Change	27	28	25	24	27	48	28

A - House of Commons / PICT Overall; B - Department of Chamber and Committee Services; C - Department of Facilities; D - Department of Information Services; E - Department of Resources; F - Office of the Chief Executive & Speaker's Office; G - PICT

Highest Scores - Part 1



Base in brackets

Highest Scores - Part 2



Base in brackets

Lowest Scores - Part 1



Base in brackets

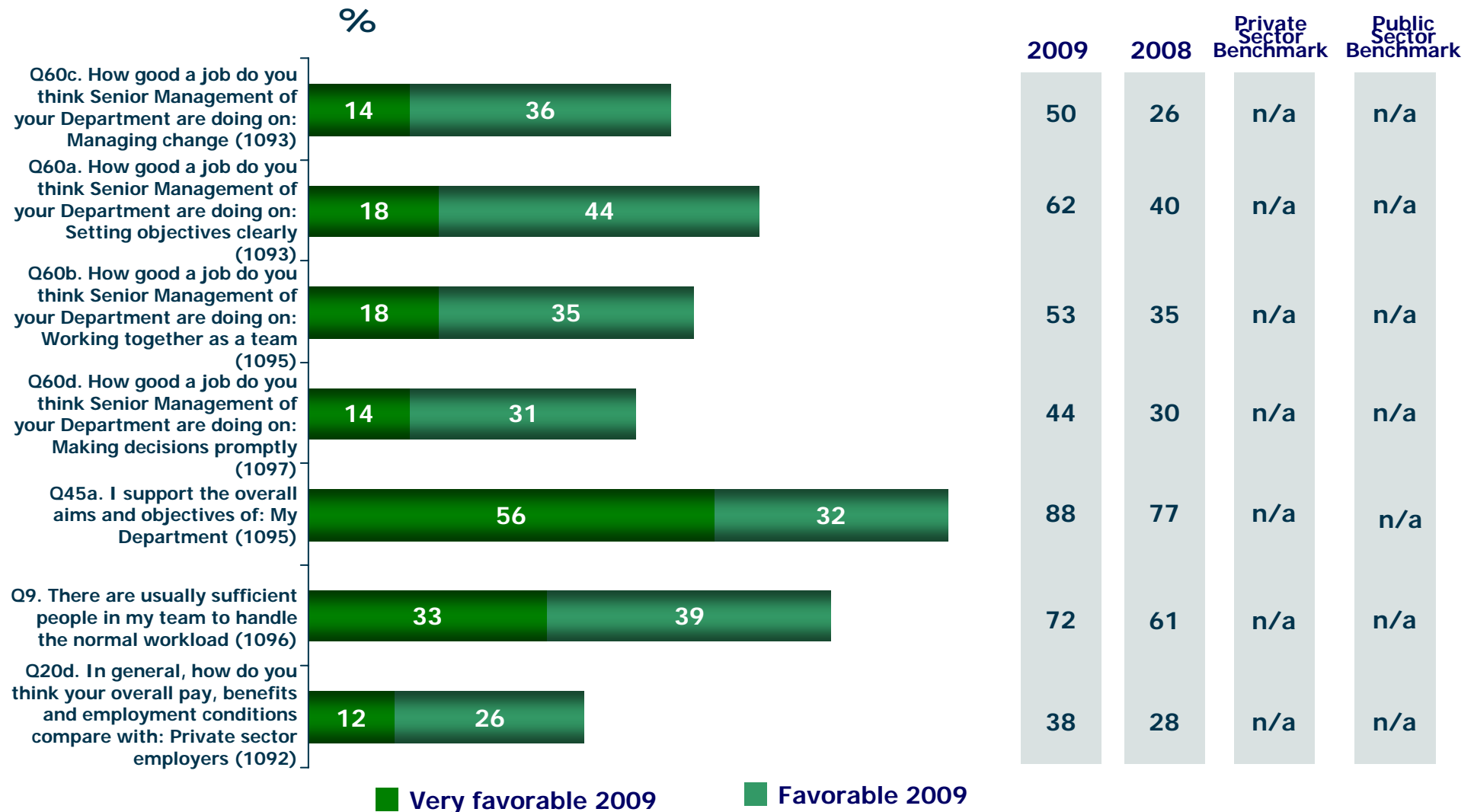
Lowest Scores - Part 2



Base in brackets

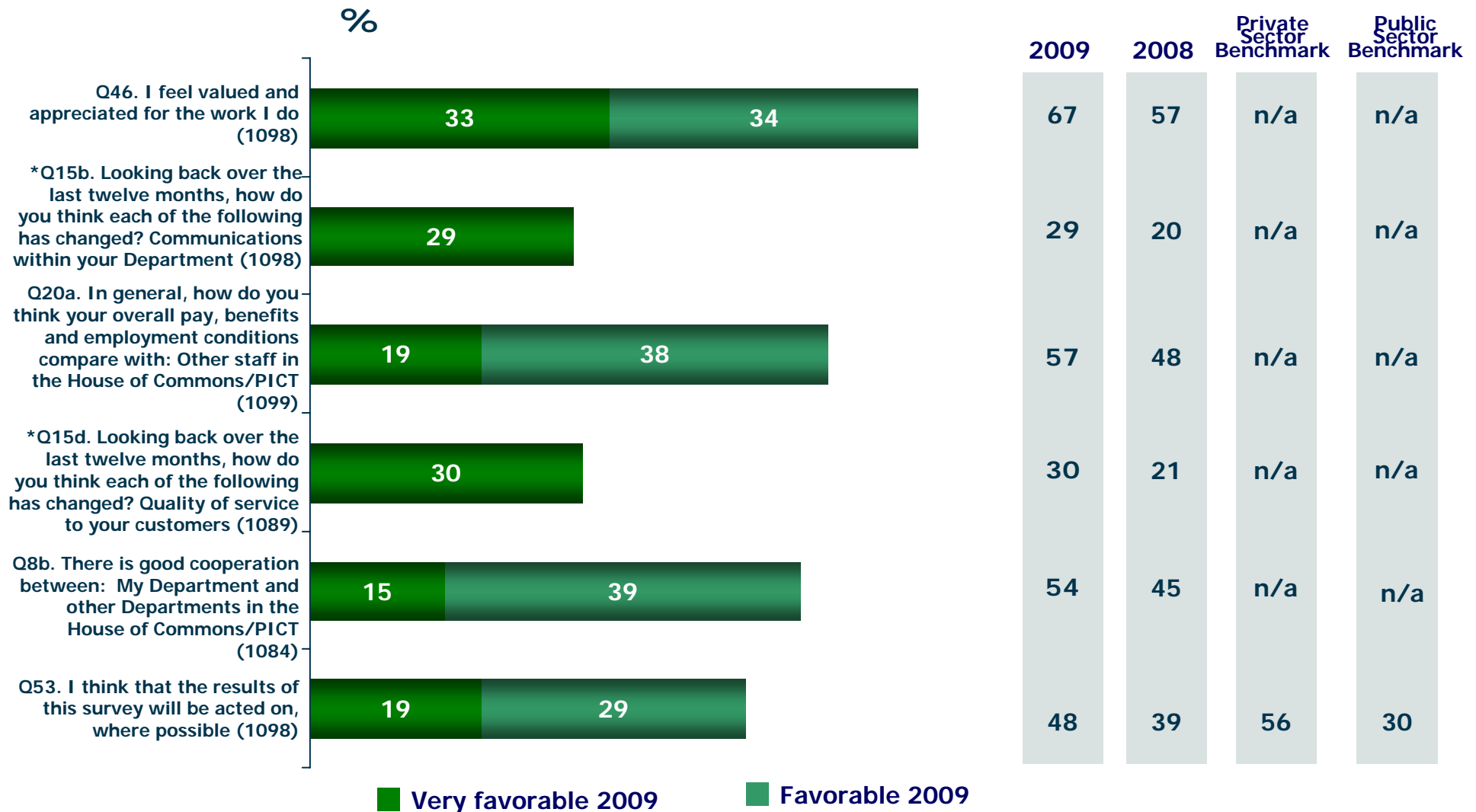
* Very Favourable scores are based on those answering 'About Right' 12

Biggest Improvements - Part 1



Base in brackets

Biggest Improvements - Part 2



Base in brackets

* Very Favourable scores are based on those answering 'Changed for the better' 14

Biggest Declines - Part 1



Base in brackets

* Very Favourable scores are based on those answering 'Changed for the better'

Biggest Declines - Part 2



Base in brackets

* Very Favourable scores are based on those answering 'Changed for the better'

Appendix



		Base	Agree	%	Tend to Agree	%	?	%	Tend to Disagree	%	Disagree	%
1	I have a very clear understanding of what is expected of me in my work	1099	737	67%	274	25%	23	2%	50	5%	15	1%
2	My team works efficiently	1098	598	54%	375	34%	42	4%	68	6%	15	1%
3	My job offers me the opportunity to use my skills and abilities	1096	488	45%	377	34%	61	6%	113	10%	57	5%
4	My Department does an excellent job of keeping staff informed about matters affecting us	1096	278	25%	441	40%	101	9%	205	19%	71	6%
5	There is sufficient contact between Senior Management and staff in my Department	1096	288	26%	373	34%	117	11%	221	20%	97	9%
6	My immediate line manager / supervisor communicates effectively	1098	544	50%	333	30%	62	6%	106	10%	53	5%
7	I am satisfied with my involvement in decisions that affect my work	1096	332	30%	363	33%	100	9%	205	19%	96	9%
8	There is good cooperation between:											
	Teams in my Department	1097	322	29%	463	42%	104	9%	162	15%	46	4%
	My Department and other Departments in the House of Commons/PICT	1084	159	15%	424	39%	229	21%	207	19%	65	6%
9	There are usually sufficient people in my team to handle the normal workload	1096	365	33%	423	39%	43	4%	181	17%	84	8%
10	I have the IT systems support I need to do my job effectively	1083	302	28%	439	41%	98	9%	171	16%	73	7%
11	My employer provides resources for me to do my job effectively (Excluding IT)	1090	409	38%	487	45%	82	8%	75	7%	37	3%
12	I believe I have the opportunity for personal development and growth	1094	391	36%	371	34%	87	8%	146	13%	99	9%
13	I have sufficient opportunities for advancement and promotion	1094	229	21%	283	26%	150	14%	248	23%	184	17%
14	I have a clear understanding of:											
	How my performance is evaluated	1092	410	38%	389	36%	91	8%	141	13%	61	6%
	What I can do to improve my performance	1096	346	32%	391	36%	131	12%	172	16%	56	5%

	Base	Changed for the better	%	Stayed the same	%	?	%	Changed for the worse	%	No opinion	%
15 Looking back over the last twelve months, how do you think each of the following has changed?											
House-wide/corporate communications	1094	306	28%	455	42%	151	14%	104	10%	78	7%
Communications within your Department	1098	320	29%	501	46%	123	11%	105	10%	49	4%
Organisational structure of the House	1093	211	19%	341	31%	247	23%	180	16%	114	10%
Quality of service to your customers	1089	325	30%	554	51%	124	11%	41	4%	45	4%
Quality of leadership	1093	182	17%	547	50%	154	14%	155	14%	55	5%
Learning and development	1094	198	18%	620	57%	143	13%	78	7%	55	5%
Your Department as a whole	1094	258	24%	510	47%	142	13%	120	11%	64	6%
The House of Commons/PICT as a whole	1091	171	16%	463	42%	210	19%	159	15%	88	8%
	Base	About right	%	Too fast	%	Too slow	%	No opinion	%		
16 The current pace of change in my department is:	1095	441	40%	145	13%	255	23%	254	23%		
	Base	Frequently	%	Occasionally	%	Rarely	%	Never	%		
17 Do you feel you are given appropriate opportunities to express your views?	1098	377	34%	472	43%	206	19%	43	4%		
	Base	Very effective	%	Fairly effective	%	Fairly ineffective	%	Very ineffective	%	Don't know	%
18 In general, how effective is each of the following:											
The House of Commons Management Board	1094	63	6%	354	32%	226	21%	100	9%	351	32%
Senior Management of your Department	1095	158	14%	512	47%	215	20%	80	7%	130	12%
Your immediate line manager/supervisor	1098	441	40%	452	41%	110	10%	64	6%	31	3%
19 How effective is your immediate line manager/supervisor at the following:											
Helping you improve your performance	1096	345	31%	474	43%	154	14%	77	7%	46	4%
Informing you about your own team's performance	1096	375	34%	447	41%	145	13%	80	7%	49	4%
Supporting you to manage your workload	1091	375	34%	440	40%	145	13%	91	8%	40	4%
Managing any under-performance in your team	1094	227	21%	362	33%	180	16%	104	10%	221	20%
Promoting a culture of diversity	1093	305	28%	357	33%	107	10%	62	6%	262	24%

	Base	Very fairly	%	Quite fairly	%	Not very fairly	%	Not at all fairly	%	Don't know	%
20 In general, how do you think your overall pay, benefits and employment conditions compare with:											
Other staff in the House of Commons/PICT	1099	210	19%	416	38%	168	15%	166	15%	139	13%
The Civil Service	1092	169	15%	380	35%	164	15%	125	11%	254	23%
Other public sector employers	1093	177	16%	364	33%	179	16%	122	11%	251	23%
Private sector employers	1092	130	12%	288	26%	224	21%	274	25%	176	16%
	Base	Agree	%	Tend to Agree	%	?	%	Tend to Disagree	%	Disagree	%
21 I have a clear understanding of the overall goals of:											
My Department	1098	561	51%	402	37%	48	4%	64	6%	23	2%
The House of Commons Service/PICT as a whole	1084	389	36%	453	42%	127	12%	91	8%	24	2%
22 I understand how the work I do contributes to the achievement of my Department's goals	1095	637	58%	347	32%	51	5%	48	4%	12	1%
23 I am sufficiently informed about my Department's performance against its goals	1099	344	31%	364	33%	139	13%	195	18%	57	5%
24 The management style in my Department encourages employees to give their best	1099	257	23%	327	30%	162	15%	241	22%	112	10%
25 Managers in my Department actively work towards equality of opportunity in all areas	1098	241	22%	332	30%	256	23%	179	16%	90	8%
26 In my Department we are encouraged to come up with innovative solutions to work-related problems	1097	267	24%	347	32%	172	16%	224	20%	87	8%
27 Best practice is shared effectively across teams in my Department	1097	176	16%	319	29%	207	19%	292	27%	103	9%
28 Sufficient effort is being made to make my Department a more efficient organisation	1096	229	21%	387	35%	220	20%	192	18%	68	6%
29 In my opinion, my Department is truly customer focused	1098	382	35%	406	37%	148	13%	123	11%	39	4%
30 I receive regular and constructive feedback on my performance	1096	293	27%	406	37%	115	10%	178	16%	104	9%

		Base	Agree	%	Tend to Agree	%	?	%	Tend to Disagree	%	Disagree	%
31	The House of Commons Service/PICT does a good job of:											
	Recruiting the right people for its future needs	1094	161	15%	395	36%	234	21%	208	19%	96	9%
	Developing people to their full potential	1094	139	13%	344	31%	191	17%	284	26%	136	12%
32	I think my performance is evaluated fairly	1096	390	36%	400	36%	129	12%	119	11%	58	5%
33	The House of Commons Service/PICT Service value and support people from different backgrounds and lifestyles	1097	336	31%	439	40%	192	18%	89	8%	41	4%
34	My work schedule allows sufficient flexibility to meet my personal needs	1099	421	38%	403	37%	60	5%	142	13%	73	7%
35	Staff are treated with respect here, whatever job or area they work in	1099	265	24%	367	33%	120	11%	221	20%	126	11%
36	The House of Commons Management Board provide a clear sense of direction	1097	103	9%	295	27%	311	28%	257	23%	131	12%
37	Senior Management are sufficiently visible to staff	1096	205	19%	374	34%	127	12%	267	24%	123	11%
38	Overall I have confidence in decisions made by Senior Management of your department	1097	196	18%	337	31%	214	20%	211	19%	139	13%
39	The Management Board are sufficiently visible to staff	1095	108	10%	236	22%	194	18%	346	32%	211	19%
40	I am proud to work for:											
	My Department	1097	579	53%	304	28%	99	9%	75	7%	40	4%
	The House of Commons/PICT	1083	551	51%	307	28%	100	9%	71	7%	54	5%
41	I am willing to work beyond what is required in my job in order to help the House of Commons Service/PICT be successful	1098	666	61%	325	30%	48	4%	36	3%	23	2%
42	I have the opportunity for input before changes are made which will affect my job	1096	232	21%	318	29%	140	13%	271	25%	135	12%
43	It is safe to speak up and challenge the way things are done in the organisation	1098	222	20%	312	28%	167	15%	238	22%	159	14%
44	I am treated with fairness and respect regardless of my grade	1098	303	28%	385	35%	140	13%	176	16%	94	9%
45	I support the overall aims and objectives of:											
	My Department	1095	616	56%	349	32%	85	8%	31	3%	14	1%
	The House of Commons Service/PICT	1088	548	50%	380	35%	119	11%	24	2%	17	2%

	Base	Agree	%	Tend to Agree	%	?	%	Tend to Disagree	%	Disagree	%
46 I feel valued and appreciated for the work I do	1098	366	33%	370	34%	97	9%	179	16%	86	8%
47 My employer values what all employees can offer the organisation regardless of their cultural backgrounds, personal styles and ideas	1098	317	29%	387	35%	195	18%	128	12%	71	6%
48 The House has a working environment in which different views and perspectives are valued	1097	217	20%	400	36%	218	20%	189	17%	73	7%
49 I would recommend the House of Commons/PICT as a good place to work	1097	402	37%	434	40%	150	14%	80	7%	31	3%
50 It would take a lot to make me look for another employer	1093	378	35%	289	26%	143	13%	183	17%	100	9%
51 Overall the physical working conditions at my location are satisfactory (e.g. ventilation, temperature, space to work)	1094	336	31%	403	37%	74	7%	166	15%	115	11%
52 There are adequate security measures at my location	1097	499	45%	422	38%	84	8%	59	5%	33	3%
53 I think that the results of this survey will be acted on, where possible	1098	205	19%	319	29%	227	21%	202	18%	145	13%
	Base	Very important	%	Fairly important	%	Not important	%	Don't know	%		
54 How important is each of the following in helping you to develop your career in the House of Commons/PICT:											
More training in technical/specialist skills	1092	477	44%	440	40%	150	14%	25	2%		
Management development	1093	434	40%	439	40%	174	16%	46	4%		
Coaching	1090	355	33%	470	43%	205	19%	60	6%		
Mentoring	1086	303	28%	456	42%	255	23%	72	7%		
Secondment opportunities to other Departments in the House of Commons	1092	321	29%	415	38%	278	25%	78	7%		
Secondment opportunities to the House of Lords	1086	213	20%	341	31%	419	39%	113	10%		
Secondment opportunities to PICT	1085	135	12%	213	20%	617	57%	120	11%		
Secondment opportunities to the Civil Service	1086	225	21%	388	36%	340	31%	133	12%		
Advice and assistance on how to apply for available roles	1089	380	35%	429	39%	221	20%	59	5%		
Advice on potential career routes inside the House of Commons/PICT	1092	463	42%	384	35%	183	17%	62	6%		
Advice on potential career routes outside the House of Commons/PICT	1091	290	27%	395	36%	317	29%	89	8%		

	Base	Very good	%	Fairly good	%	Fairly poor	%	Very poor	%	Don't know	%
55 How good do you think the House of Commons/PICT is at providing staff with the following:											
Induction training	1085	255	24%	504	46%	137	13%	57	5%	132	12%
On the job learning	1094	295	27%	578	53%	148	14%	38	3%	35	3%
Technical/specialist skills training	1093	194	18%	560	51%	192	18%	52	5%	95	9%
IT training	1095	227	21%	556	51%	166	15%	65	6%	81	7%
Management development	1093	165	15%	430	39%	189	17%	83	8%	226	21%
Coaching	1092	120	11%	435	40%	223	20%	63	6%	251	23%
Mentoring	1093	133	12%	414	38%	215	20%	76	7%	255	23%
Support for professional qualifications	1092	270	25%	386	35%	136	12%	73	7%	227	21%
Experience of various Departments	1091	88	8%	327	30%	354	32%	122	11%	200	18%
Careers advice	1092	81	7%	226	21%	276	25%	178	16%	331	30%
56 How do you rate Learning & Development personnel on the following:											
Effectively communicating learning activities available to employees	1098	268	24%	536	49%	152	14%	50	5%	92	8%
Providing high quality training to meet business needs	1096	196	18%	489	45%	183	17%	61	6%	167	15%
	Base	Agree	%	Tend to Agree	%	?	%	Tend to Disagree	%	Disagree	%
57 Thinking more specifically about the services L&D provides, how much do you agree/disagree with the following:											
My workload does not prevent me from attending relevant training courses	1096	283	26%	367	33%	62	6%	263	24%	121	11%
I have access to the right training and development to develop my skills for the future	1097	235	21%	409	37%	186	17%	195	18%	72	7%
The development I have received has adequately prepared me for the work I do	1098	265	24%	477	43%	161	15%	145	13%	50	5%
I have received sufficient training for the job I am required to do	1096	329	30%	486	44%	124	11%	113	10%	44	4%

	Base	Very good	%	Fairly good	%	Fairly poor	%	Very poor	%	Don't know	%
58 How do you rate your Line Manager on the following aspects:											
Actively supports development of my skills & knowledge	1096	488	45%	386	35%	116	11%	69	6%	37	3%
Encourages me to attend courses	1097	474	43%	368	34%	138	13%	67	6%	50	5%
Discusses how I can use new learning in my job	1096	336	31%	358	33%	195	18%	101	9%	106	10%
	Base	Yes	%	No	%	Don't know	%				
59 At the present time, are you seriously considering leaving the House of Commons/PICT?	1097	224	20%	721	66%	152	14%				
	Base	Very good	%	Fairly good	%	Fairly poor	%	Very poor	%	No Opinion	%
60 How good a job do you think Senior Management of your Department are doing on:											
Setting objectives clearly	1093	200	18%	481	44%	203	19%	90	8%	119	11%
Working together as a team	1095	194	18%	386	35%	225	21%	121	11%	169	15%
Managing change	1093	158	14%	391	36%	267	24%	150	14%	127	12%
Making decisions promptly	1097	151	14%	336	31%	283	26%	197	18%	130	12%
	Base	Very satisfied	%	Satisfied	%	Neither satisfied nor dissatisfied	%	Dissatisfied	%	Very dissatisfied	%
61 Overall, how satisfied are you with your job?	1097	251	23%	459	42%	219	20%	125	11%	43	4%