

## Employee Engagement Survey 2017

**Note:** In order to display the comparison date between 2016 and 2017 this report presents responses for 'Strongly agree/agree' only.

### Response rates

	2016	2017
Response rate	37%	39%

### Response rate by directorate

	2016	2017
Business Support	55%	63%
Children and Adults	31%	32%
Public Health	65%	56%
Regeneration, Culture, Environment and Transformation	33%	33%

### Staff and their work

	2016	2017
Overall how satisfied or dissatisfied are you with your current job?	67%	67%
I am encouraged to put forward ideas and suggest new ways of working	70%	71%
I feel empowered within my role	48%	69%
My work gives me a sense of personal accomplishment	77%	76%
I am sufficiently challenged by my work	80%	82%
I am interested in my work	91%	90%
In my job, I am clear what is expected of me	87%	87%
I achieve a good balance between my work life and private life	66%	63%
I am trusted to carry out my job effectively	90%	89%
I have some really good friendships at work	83%	83%
I believe I would be supported to try a new idea, even if it might not work	67%	65%
I want to stay working for Medway Council for at least another year or longer	78%	80%
I feel that my pay adequately reflects my performance	28%	24%
Compared to people doing a similar job in other organisations I feel my pay is reasonable	25%	20%
There are opportunities for me to develop my career at Medway Council	31%	32%
I would know who to contact if I was experiencing discrimination, bullying or harassment at work	78%	76%
In the past 12 months I have personally experienced bullying or harassment at work	12%	11%
In the past 12 months I have personally experienced discrimination at work	7%	7%

### PDR and 1-2-1's

	2016	2017
I have had a PDR in the past 12 months	90%	90%
I have had a 1-2-1 with my line manager in the past 12 months	82%	79%
I have had my key targets and objectives identified	89%	88%
I understand the competencies for my role	95%	96%

## Employee Engagement Survey 2017

### Learning and skills development

	2016	2017
I have the skills I need to do my job effectively	90%	91%
I am able to access the right learning and development opportunities when I need to	64%	62%
The council is committed to support employee development	43%	44%

### Team work

	2016	2017
The people in my team help each other	90%	90%
The people in my team work together to find ways to improve the service we provide	84%	85%
Communication is effective within my team	73%	73%
I am satisfied with being part of a team	87%	87%
The people in my team are encouraged to come up with new and better ways of doing things	75%	76%

### How would staff prefer their contribution to the council to be recognised and rewarded?

	2014	2017
MedPay progression award	65%	66%
Time off	47%	44%
Promotion	49%	40%
Written recognition	43%	37%
One off awards	16%	33%
Training opportunities	38%	28%
Verbal recognition	63%	25%
Self-development opportunities	41%	23%
Increased responsibility	27%	14%
Desirable assignments	24%	7%
Public thanks	8%	6%

### Line managers

	2016	2017
My manager is approachable	83%	84%
My manager gives recognition when I have done my job well	78%	75%
My manager is open to and acts on my ideas whenever possible	71%	72%
My manager does what they say they will do	65%	64%
My manager is considerate of my life outside work	79%	80%
Overall, I have confidence in the decisions made by my manager	70%	68%

### Medway Council

	2016	2017
I care about the future of Medway Council	72%	75%
I am proud when I tell others I work at Medway Council	42%	42%
The organisation gets the best out of me	59%	59%
Medway Council inspires me to do the best in my job	30%	35%
I understand how my work contributes to Medway Council's new priorities/objectives	64%	65%
I feel a strong personal attachment to Medway Council	36%	40%
I have a clear understanding of Medway Council's purpose	68%	67%

## Employee Engagement Survey 2017

Medway Council is focused on the needs of its residents	55%	47%
Medway Council provides good value for money	43%	41%
Medway Council inspires me to do the best in my job	30%	35%
I would recommend Medway Council as a place to work	43%	43%

### Leadership and managing change

	2016	2017
I feel Medway Council as a whole is managed well	32%	28%
Senior managers (Assistant Director and above) in Medway Council are sufficiently visible	30%	30%
Senior managers (Assistant Director and above) are consistent with Medway Council's values	34%	32%
I have enough opportunities to express my views to the Chief Executive, Directors and Deputy Directors	19%	27%
I feel that change is managed well in Medway Council	23%	19%
Medway Council tells me the reasons for change	40%	35%
Medway Council keeps us informed during change	31%	31%
When changes are made in Medway Council they are usually for the better	18%	17%
I believe that senior managers (Assistant Director and above) will take action on the results from this survey	25%	26%

### Communication

	2016	2017
I want to hear about Medway Council's plans and progress	82%	88%
I feel well informed about Medway Council's plans and progress	40%	34%

- 63% of staff would prefer to hear about corporate plans and progress by a monthly email update and 56% would prefer to hear this from their line manager at team meetings.

### Equalities

	2016	2017
I feel confident to be myself at work without fear of discrimination	84%	82%
I am treated fairly at work	79%	77%
I am treated with respect by the people I work with	83%	85%
I think that Medway Council respects individual difference	85%	84%
The culture within the organisation promotes equality and combats discrimination	76%	73%

### Digital transformation

	2016	2017
I understand the need for the council to provide more of its services digitally	75%	76%
Council services should be redesigned with resident involvement	72%	73%
I think digital transformation will help me deliver a better service to our residents	48%	51%

### Medway Makers

	2016	2017
Have you heard of the Medway Makers	83%	86%
I know what the Medway Makers are	65%	66%