

# Organisational Survey 2019

## Insights and observations from staff on the FNDC workplace

### SUMMARY AND KEY OBSERVATIONS

#### Methodology

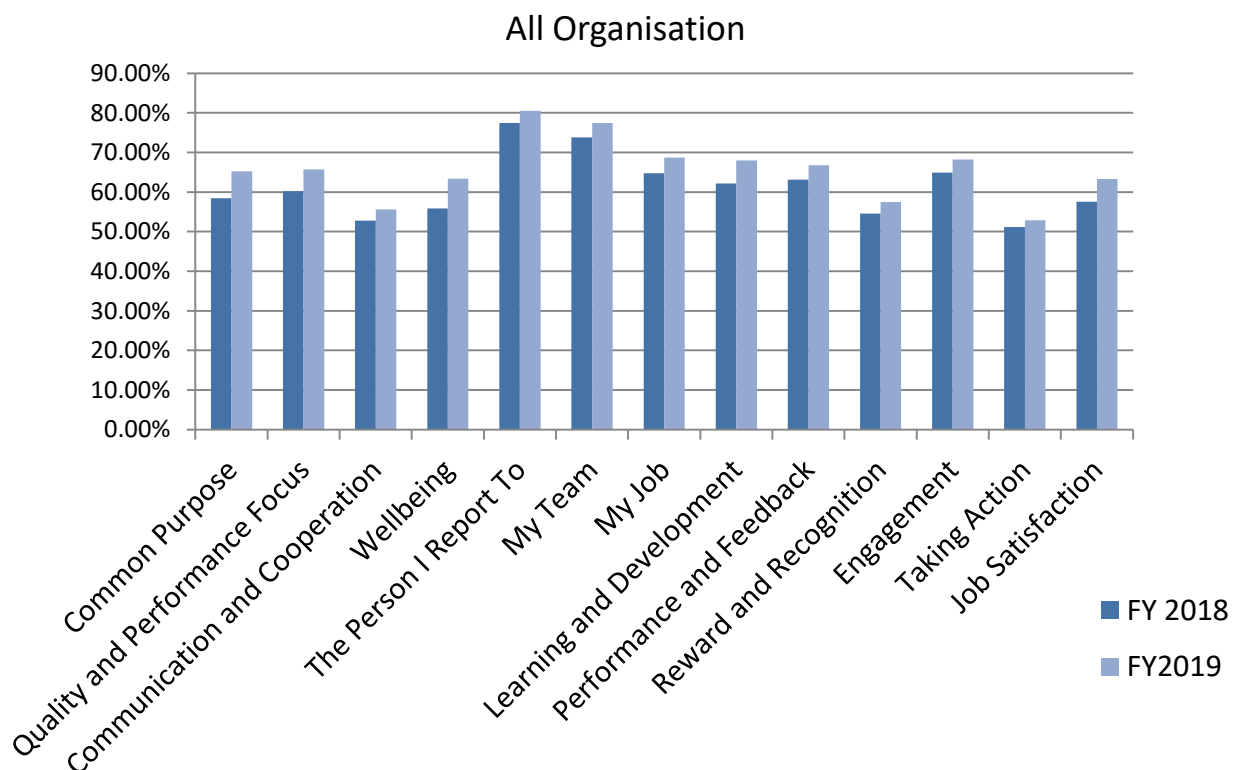
The questionnaire used for the FNDC survey is the same one used for this annual survey since 2014. For the purpose of this particular report, the analysis has been compared with the 2018 trend data. Weighted mean scores are used in the analysis because they provide a very accurate representation of the quality of the results. The survey comprises 64 questions across 13 key areas of working at FNDC.

#### Response Rate

There was a very good response to the 2019 survey with 237 participants engaging in the survey. This is a significant improvement over the 2018 response of 188 representing a higher level of engagement within the workforce. A higher response rate ensures the results presented in this report provide an accurate indication of employee perceptions and engagement within FNDC.

#### Survey results

Below are the overall results from the Organisational Survey. It shows that there has been an across the board improvement across all factors measured in the survey. This unprecedented and across the board improvement is a clear endorsement that staff believe that the organisation is heading in the right direction.



## How Employees Perceive FNDC as A Place to Work

The Engagement Index shown in the graph focuses on an employee's connection to our organisation, with six engagement survey items having been validated to be predictive of discretionary effort and resulting higher performance. Our Engagement Index for 2019 is 68%, an increase of 3 points over the 2018 figure.

### Summary of Areas with Most Year-On-Year Improvement Compared To 2018

The most improved areas compared to the 2018 Survey are:

- Wellbeing – up 13%
- Common Purpose – up 12%
- Job Satisfaction – up 10%
- Quality and Performance – up 9%

What is particularly pleasing is that these were areas of priority for the Strategic Leadership Team over the last year. For Wellbeing, we increased our support for health, safety, and wellbeing initiatives, updated the Council's leave policies, and actively work with staff to ensure annual leave is being taken. For Common Purpose, we iteratively developed a strategic framework on one A3 page and shared with staff through informal roadshows with SLT. For Quality and Performance, the Mariner 7 online performance development system was deployed, and managers and team leaders were given coaching on how to undertake effective performance conversations. These initiatives plus many others contributed to Job Satisfaction increasing by 10% on the previous survey.

Results reflect that FNDC staff believes in the senior leadership and vision of our organisation, also personal alignment with this vision has improved. Scores for survey items about communication lifted with regards to open and honest communication. Employees are feeling more informed about FNDC's activities, and a sense that the Council is more interested in hearing employee views and opinions.

Perceptions of a sense of common purpose and cooperation across the organisation continue to build. Finally, scores for questions about individual performance management – perceptions of performance assessment and receiving feedback and coaching – have also improved.

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