

# Badger Staff Survey Results 2019

## Initial Survey

The Badger Staff Survey reviewed the following areas:

- Communication
- Respect and fairness
- Performance and accountability
- Receiving feedback
- Work enjoyment

## Participants

- Who:** All clinical and non-clinical staff at Badger.  
87 participants v 229 staff members (38% participation rate)
- When:** Paper and on-line during the period 21<sup>st</sup> November 2018 to 2<sup>nd</sup> January 2019.
- Why:** Survey to support management to listen to staff views and implement improvements across Badger.

## Participation rate:

The staff survey generated the following responses.

<b>Clinical staff participation rate:</b>	<b>28%</b>	<b>(24 participants)</b>
<b>Non-clinical staff participation rate:</b>	<b>68%</b>	<b>(59 participants)</b>
<b>Non-identifiable</b>	<b>4%</b>	<b>(4 participants)</b>
<b>Total participation rate:</b>	<b>38%</b>	<b>(87 participants)</b>



The Survey was extended and was open for a period of 6 weeks from 21 November 2018 to 2<sup>nd</sup> January 2019.

## **Comparison:**

- 2018/19:** 87 participants v 229 staff members (38% participation rate)  
**2017/18:** 85 participants v 241 staff members (35% participation rate)

The survey highlighted a slight increase in the 2018/19 participation rate.

## Headline results:

		
Overall Satisfaction:	87%	13%
Communication:	79%	21%
Respect and fairness:	81%	19%
Performance & accountability:	82%	18%
Receiving feedback:	74%	26%
Feelings about coming to work:	100%	0%

## Staff Feedback Summary

The survey offered staff the option to either strongly agree, agree, disagree or strongly disagree.

Staff Feedback Questionnaire Summary Page	Total			
	Strongly Agree	Agree	Disagree	Strongly Disagree
<b>Section A - Overall</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
I feel I am inspired by those I work with? (Q1)	25%	64%	8%	2%
I feel proud to tell people where I work? (Q2)	54%	42%	4%	1%
I have enough opportunities to contribute to decisions that affect me? (Q3)	26%	46%	22%	6%
I understand how my role contributes to achieving business outcomes? (Q4)	49%	42%	9%	0%
<b>Section B - Communication</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
Information and knowledge are shared openly within this organisation? (Q1)	25%	52%	19%	5%
Communication is strongly encouraged in this organisation (Q2)	28%	55%	13%	3%
Badger does a good job of sharing information? (Q3)	28%	41%	27%	4%
I trust the information I receive from within the organisation? (Q4)	42%	44%	11%	4%
I have all the information I need to perform my job well? (Q5)	37%	47%	12%	4%
I feel I am being listened to? (Q6)	23%	51%	17%	10%
<b>Section C - Respect &amp; Fairness</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
The organisation's policies for promotion and advancement are fair? (Q1)	26%	52%	15%	7%
Policies concerning employees are administered consistently? (Q2)	32%	47%	16%	5%
I am always treated with respect at work? (Q3)	44%	40%	12%	4%
My co-workers care about me as a person (Q4)	46%	49%	4%	1%
Employee job satisfaction is a top priority within the organisation? (Q5)	25%	46%	25%	4%
The organisation values my talents and the contribution I make? (Q6)	28%	53%	13%	6%
<b>Section D - Performance &amp; Accountability</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
This organisation has high performance standards? (Q1)	42%	54%	2%	1%
People are held accountable for achieving goals and meeting expectations? (Q2)	36%	48%	12%	4%
We measure job performance to ensure all staff are achieving results? (Q3)	31%	51%	14%	4%
Poor performance is effectively addressed throughout this organisation? (Q4)	22%	41%	29%	7%
<b>Section E - Receiving Feedback</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
I receive useful and constructive feedback that helps me improve my performance? (Q1)	33%	41%	25%	1%
Employee performance evaluations are fair and appropriate? (Q2)	29%	49%	18%	5%
I receive praise and recognition when I do a good job? (Q3)	29%	40%	23%	7%
<b>Section F – Finally</b>	<b>Can't wait to come to work</b>	<b>Enjoy Being at work</b>	<b>Would Rather not be here</b>	<b>Dread coming to work</b>
How do you feel when you come to work? (Q1)	3%	97%	0%	0%

## **Commentary:**

<b>TOP 5 RANKING SURVEY QUESTIONS:</b>	SA	A	D	SD
How do you feel when you come to work? (Q1)	3%	97%	0%	0%
This organisation has high performance standards? (Q1)	42%	54%	2%	1%
I feel proud to tell people where I work? (Q2)	54%	42%	4%	1%
My co-workers care about me as a person (Q4)	46%	49%	4%	1%
I understand how my role contributes to achieving business outcomes? (Q4)	49%	42%	9%	0%

<b>BOTTOM 5 RANKING SURVEY QUESTIONS:</b>	SA	A	D	SD
Poor performance is effectively addressed throughout this organisation? (Q4)	22%	41%	29%	7%
Badger does a good job of sharing information? (Q3)	28%	41%	27%	4%
I receive praise and recognition when I do a good job? (Q3)	29%	40%	23%	7%
Employee job satisfaction is a top priority within the organisation? (Q5)	25%	46%	25%	4%
I have enough opportunities to contribute to decisions that affect me? (Q3)	26%	46%	22%	6%

In summarising the top and bottom questions in the survey, the Top 5 survey questions identified that staff enjoyed coming to work at Badger; Badger worked towards high standards; staff felt proud of where they worked; their colleagues cared about them and they understand how their role contributed to the achievement of business outcomes.

The Bottom 5 survey questions identified some areas that needed improvements, specifically around tackling poor performance; sharing information; improving praise and recognition; improving the prioritisation of job satisfaction to Badger and giving staff the opportunity to contribute in decisions that affect them. This was also reflected in some of the comments made by staff members in survey commentary.

## **Recommendations:**

The following recommendations are suggested following the results of the staff survey:

### **Management:**

1. Define and publish management positions (roles and responsibilities). This should now be clearer following the Operational Management changes implemented within Badger in the past year.
2. All staff performance to be addressed through Policies and Procedures with line management working effectively with Workforce Directorate.
3. Set quarterly staff meetings for staff groups to improve communication and clarity giving staff an opportunity to providing feedback and engagement.

### **Communication:**

1. Confirm and publish methods of communication for all staff groups.
2. Utilisation of staff intranet via Adastra for staff.
3. Continual review and application of policies and procedures.

### **Performance Management:**

1. Review and develop robust process for scheduling staff appraisals and self-assessments and reviewing staff feedback. HR to support operational management with communication of improvements following feedback.

**Conclusion:**

The 2018/19 staff survey has identified that the clinical staff participation rate is significantly lower at (28%) than the non-clinical staff participation rate (68%). Workforce to review the distribution and communication of the next staff survey to ensure a higher rate of participation from clinical staff.

Similar overall participation rate to previous years.

Overall the six categories generated a positive response from staff at Badger.

Operational Management to consider the implementation of the recommendations outlined in this report.

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