

2013 STAFF EXPERIENCE SURVEY

Executive summary

1. The purpose of this paper is to advise the Corporate Body of the intention to conduct a Staff Experience Survey in February 2013.

Issues and Options

2. In 2004, a Staff Opinion Survey was conducted by external consultants, George Street Research Ltd. Subsequently, the views of staff have to a certain extent been gathered through the biennial Equalities Staff Audit but a further full Staff Survey has not been conducted.

3. At its meeting of 9 March 2011, the Corporate Body approved a new Equality Framework and associated Equality Action Plan (2011-15) for the organisation. One of the agreed objectives set out in the Equality Action Plan was for the Human Resources Office to lead on conducting a general Staff Survey in 2012. This would encompass themes on a broad range of factors impacting the staff experience whilst also providing information on each of the different protected characteristics. As such, the broader Staff Experience Survey would replace the biennial Equalities Staff Audit, allowing a more integrated approach to seeking staff views and helping to mainstream equality into the core business.

4. Leadership Group took the decision to defer the Staff Experience Survey to early 2013 to avoid any possibility of bias following the completion of the Change Management Programme. It also determined that that the project should be taken forward internally with the intention of repeating the exercise every two years.

5. Engaging staff in a staff survey is generally considered good practice by employers. The key objective of the 2013 Staff Experience Survey, as determined by Leadership Group, is to:

- measure, and assist in the enhancement of, staff engagement to support the effective delivery of the strategic aims of the organisation.

6. Benefits to the organisation of a highly engaged workforce include improvements in performance, productivity, innovation, service delivery and public confidence as well as lower rates of absence. Staff benefit from an increased sense of involvement and wellbeing at work which encourages extra effort and commitment.

7. Additionally, the survey will provide information which will assist the organisation in demonstrating compliance with the General Equality Duty, as set out in the Equalities Act 2010.

8. It is intended that the four broad themes for the 2013 Staff Experience Survey will be as follows:

- Your Organisation;
- Leadership and Management Capability;
- Your Role and Your Team; and
- Fairness and Respect.

9. The questions will be very much focussed on the internal functioning of the parliamentary service, rather than the strategic direction of the organisation.

10. The survey will run in late January and early February, preceded by staff communications to encourage high participation rates.

11. Post-survey, Leadership Group will be provided with analysed results of the survey in order to agree corporate and local improvement plans. Leadership Group will monitor progress and be accountable for the successful achievement of these plans.

12. The Corporate Body will be presented with the key findings of the survey.

Resource Implications

13. All the work associated with the Staff Experience Survey has been carried out internally – no external consultants have been used. The project is being led by the Human Resources Office as part of its planned programme of work and is being managed within existing resources. As part of their normal responsibilities, SPICe colleagues are supporting the project in terms of analysis of survey results and representatives from the various Groups across the Parliamentary Service are contributing through the Reference Group established to support the project.

14. The TUS and the Parliamentary Staff Forum have fielded representatives on the Reference Group.

Governance issues

15. A full Equalities Impact Assessment has been conducted. In addition, the Equalities Manager is a member of the Reference Group, ensuring that equalities issues are considered and addressed throughout.

16. In relation to environmental impact, the intention is for the survey to be conducted in an online format which will minimise use of paper. However some hard copies may require to be made available to ensure accessibility of the survey to all staff.

Publication Scheme

17. This paper should not be published until the 2013 Staff Experience Survey has been conducted.

Next steps

18. The next steps are:

- Pre-survey communications to staff will commence in early January 2013;
- The 2013 Staff Experience Survey will open on Monday 28 January 2013 for a period of 4 weeks; and
- High-level survey results should be available in March 2013.

Decision

19. The SPCB is asked to note the content and the timing of the 2013 Staff Experience Survey.

Human Resources Office
December 2012

STAFF EXPERIENCE SURVEY 2013

THEMES AND SUB-THEMES

A. Your Organisation

Organisational objectives and purpose

Attitude to the Parliament

Corporate activities

B. Leadership and Management Capabilities

Senior Leadership

Line Manager

C. My Role and My Team

My Role

My Team

Learning and Development

D. Fairness and respect

Individual respect

Organisational culture

QUESTIONS

A. YOUR ORGANISATION

How much do you agree or disagree with the following statements?

Organisational objectives and purpose

1. I understand the purpose of the Scottish Parliamentary Service.
 - a. Within that, I understand how my work specifically contributes to enabling Members to fulfil their parliamentary roles.

Corporate activities

2. When changes are made in the Scottish Parliamentary Service, they are well planned and effectively delivered.
3. Scottish Parliamentary Service staff are encouraged to work across teams and share knowledge between offices.
4. Scottish Parliamentary Service staff are encouraged to come up with new and better ways of doing things.
5. The Scottish Parliamentary Service has the right policies and processes to enable me to do the best in my job.
 - a. Which policies or processes (if any) do you think need to be examined to enable you to be better able to do your job?
6. I am satisfied with my physical working conditions and the facilities available to me.

Attitude to the Parliament

7. I am proud to tell others that I work for the Scottish Parliament.

B. LEADERSHIP AND MANAGEMENT CAPABILITIES

How much do you agree or disagree with the following statements?

Senior Leadership

8. The Parliament's Leadership Group demonstrates a clear vision for the future of the Scottish Parliamentary Service.
9. The Parliament's Leadership Group takes effective decisions in the best interests of the Parliament as a whole.
10. The Parliament's Leadership Group demonstrates the skills and behaviours necessary to deliver the Parliament's objectives.
11. The Parliament's Leadership Group communicates its decisions openly and effectively.
12. My Head of Group is approachable and understands the work and pressures faced by my team.

Line Manager

13. My line manager agrees clear objectives for me.
14. I receive candid and constructive feedback from my line manager to help me to improve my performance.
15. My line manager listens to my ideas and views.
16. My line manager helps me resolve problems or difficulties at work.

C. MY ROLE AND MY TEAM

How much do you agree or disagree with the following statements?

My Role

17. I have the information, skills and resources necessary to do my job effectively.
18. I am involved in decisions on changes that affect my work.
19. I feel sufficiently challenged and fulfilled by my job.

My Team

20. In my office, we work effectively as a team.
21. There is a free exchange of opinions and ideas in my team; people are not afraid to say what they think.
22. My team has the skills and resources which are necessary to assess and successfully meet future challenges.

Learning and Development

23. I have fair access to learning and development opportunities.
24. In the last year I have had opportunities to develop my skills and experience.
25. The learning and development opportunities I have had have helped me to do my job better.

D. FAIRNESS AND RESPECT

How much do you agree or disagree with the following statements?

Individual respect

- 26. As a member of staff I feel respected by my colleagues.
- 27. I am confident there is adequate support and policies in place to deal with dignity at work.
- 28. My personal contribution to the work of the Scottish Parliament is valued.

Organisational culture

- 29. We are an inclusive organisation which supports and values diversity.
- 30. The SPCB's employment policies and procedures are fair and are applied in a consistent manner.
- 31. The organisation is committed to upholding equality and diversity.
- 32. As an individual I have fair and equal access to the SPCB's employment policies and provisions.

And finally, taking everything into account...

- 33. The SPCB's terms and conditions (including annual leave, job security and work-life balance provisions) represent a fair recognition of my contribution to the work of the Parliament.

RESPONSE RATING SCALE (6 Points)

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Disagree slightly</i>	<i>Agree slightly</i>	<i>Agree</i>	<i>Strongly agree</i>
<i>Question</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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