

Employee Engagement Survey 2017 – Appendix 3

FULL COUNCIL SUMMARY

The survey was made available to 5705 employees across Perth & Kinross Council; 2494 employees responded - a response rate of 43.7%. Overall results for 2017 are summarised in the table below, and set out alongside results for previous years (dating back to 2011).

Question	Aggregated Responses	2011 %	2012 %	2013 %	2014 %	2015 %	2016 %	2017 %	3 year Trend	Long Term Trend
1. I am clear what is expected of me at work.	Agree	88.3	87.4	89.1	89.0	89.6	91.3	89.1	→	↗
	Neither agree nor disagree	7.2	7.9	7.1	7.3	6.5	4.4	5.3		
	Disagree	4.4	4.6	3.8	3.8	3.9	4.4	5.7		
2. I am treated fairly at work.	Agree	83.1	81.9	82.6	84.9	83.6	85.9	85.0	↗	↗
	Neither agree nor disagree	10.5	11.3	11.6	10.2	10.9	8.1	7.8		
	Disagree	6.4	6.7	5.8	4.9	5.5	6.0	7.2		
3. There is a good fit between the job I do and my skills and abilities.	Agree	84.0	83.6	85.1	85.7	86.1	87.8	86.3	↗	↗
	Neither agree nor disagree	9.7	10.5	8.8	9.1	8.9	6.2	7.8		
	Disagree	6.3	5.9	6.0	5.1	5.0	6.0	5.9		
4. I have the right tools, equipment and information to do my work effectively.	Agree	71.8	71.4	71.5	72.1	71.5	72.3	71.5	→	→
	Neither agree nor disagree	17.1	16.2	15.3	15.0	15.0	13.0	12.8		
	Disagree	11.1	12.5	13.2	12.9	13.5	14.7	15.8		
5. My role provides me with a daily opportunity to use my strengths.	Agree	79.8	77.5	78.6	79.9	80.1	81.9	80.9	↗	↗
	Neither agree nor disagree	12.9	14.7	13.5	13.7	13.0	10.8	11.2		
	Disagree	7.3	7.7	7.8	6.5	6.9	7.3	7.9		

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6. I receive regular recognition and praise on my performance at work.	Agree	55.5	53.6	56.5	60.5	61.0	64.0	62.8	↗	↗
	Neither agree nor disagree	25.8	24.9	24.4	23.8	23.0	18.9	19.0		
	Disagree	18.6	21.4	19.0	15.6	16.1	17.1	18.3		
7. At work my development is encouraged and supported.	Agree	65.1	63.6	65.9	68.7	69.5	72.4	71.9	↗	↗
	Neither agree nor disagree	22.5	22.7	21.8	20.4	19.7	16.0	15.9		
	Disagree	12.3	13.7	12.3	11.0	10.8	11.6	12.1		
8. I am treated as an individual.	Agree	77.9	76.5	77.2	79.7	79.6	82.1	81.4	↗	↗
	Neither agree nor disagree	15.0	15.8	15.9	14.2	14.4	10.4	10.9		
	Disagree	7.1	7.7	7.0	6.0	6.0	7.6	7.7		
9. At work my views and opinions seem to count.	Agree	63.6	62.5	64.6	67.5	67.7	72.0	71.1	↗	↗
	Neither agree nor disagree	22.9	23.1	22.1	21.1	20.1	15.8	14.8		
	Disagree	13.5	14.4	13.3	11.4	12.2	12.2	14.1		
10. My team has a good team spirit.	Agree	69.5	66.6	67.6	73.1	71.5	75.1	74.1	↗	↗
	Neither agree nor disagree	16.9	17.5	17.3	16.2	15.7	13.1	13.0		
	Disagree	13.5	15.9	15.1	10.7	12.8	11.7	12.9		
11. The people I work with are committed to doing their best.	Agree	86.0	84.1	85.0	88.0	87.4	88.4	87.6	→	↗
	Neither agree nor disagree	10.2	12.0	11.3	8.7	9.2	7.2	7.9		
	Disagree	3.8	4.0	3.7	3.2	3.3	4.4	4.5		

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12. I know how my job contributes to the Council's objectives.	Agree	79.9	80.2	81.0	81.6	83.0	83.0	82.6	→	↗
	Neither agree nor disagree	15.9	15.6	15.4	14.5	13.6	11.5	12.3		
	Disagree	4.1	4.2	3.6	3.8	3.5	5.5	5.1		
13. I am given the freedom to solve problems.	Agree	78.0	76.7	78.7	80.3	80.1	82.9	82.9	↗	↗
	Neither agree nor disagree	16.0	15.8	15.1	14.8	14.8	11.0	10.8		
	Disagree	6.0	7.5	6.3	4.8	5.1	6.1	6.3		
14. My team are passionate about delivering excellent customer service.	Agree	82.4	81.0	82.8	84.3	84.6	86.8	85.4	↗	↗
	Neither agree nor disagree	14.2	14.9	13.7	13.1	12.5	9.3	10.1		
	Disagree	3.4	4.2	3.4	2.6	2.9	3.9	4.5		
15. Any problems that could stop me giving the best customer service are dealt with.	Agree	62.8	61.7	64.6	66.0	65.3	68.8	67.6	↗	↗
	Neither agree nor disagree	25.8	25.3	23.7	23.3	22.7	18.0	18.7		
	Disagree	11.3	13.0	11.8	10.7	12.0	13.2	13.6		
16. I have sufficient opportunities to raise issues with my manager about change at work.	Agree	75.6	73.2	76.6	78.4	79.0	80.7	78.3	→	↗
	Neither agree nor disagree	14.8	16.1	13.7	13.7	13.1	10.9	11.1		
	Disagree	9.6	10.7	9.8	7.8	7.9	8.4	10.5		
17. I am able to cope with my workload.	Agree	72.7	71.7	72.6	74.1	72.3	73.0	70.9	↘	→
	Neither agree nor disagree	16.8	17.6	17.3	15.7	16.2	14.6	16.0		
	Disagree	10.4	10.6	10.1	10.2	11.5	12.4	13.1		

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RESPONSE RATES BY SERVICE

	2011	2012	2013	2014	2015	2016	2017
CDS	59.8%	58.2%	70.4%	74.3%	68.6%	61.7%	57.1%
ECS	49.8%	40.1%	47.0%	48.7%	50.0%	48.7%	38.0%
HCS	52.4%	65.8%	66.4%	57.7%	59.9%	53.0%	36.0%
TES	75.8%	77.5%	84.8%	80.3%	83.9%	75.2%	71.6%
PKC Total	54.6%	52.5%	58.1%	56.3%	57.8%	54.2%	43.7%