



Employee Satisfaction Survey Report

2017/18

EXECUTIVE SUMMARY

Employee Satisfaction Surveys allows an organisation to take a proactive stance to improve operations and elevate staff morale. Soliciting employee feedback allows managers to evaluate how the organisation is thriving internally. It also creates the sense that management cares about its employees. When employees are not satisfied, it can lead to high attrition rates and low productivity. A satisfied employee often equates to a productive employee. A productive employee equates to an effective and developing organisation.

The employee satisfaction survey was conducted in December 2017 for Council. The main objective of the survey was to establish the satisfaction level of employees in the organisation and to proactively take a stance to improve the shortcomings in the organisation.

All 57 employees of the Council were invited to participate in the survey and only 22 responded. The survey was conducted by the Human Resources Department as the custodian of Employee Wellness, and the information as received was treated with the confidentiality it deserved.

Employees were asked a total number of 12 questions ranging from culture, work satisfaction, leadership and management, career opportunities and communication and collaboration.

Results have been aggregated to provide the Council with an understanding of employee views in relation to overall organisational performance and possible areas of improvement.

SURVEY METHODOLOGY

All employees were invited to complete the survey.

Employees were given approximately two weeks to respond to the survey.

The Human Resources Department was solely responsible for the project to ensure anonymity of responses. Individual responses are not identified in this report.

The questions tested the following key organisational performance dimensions:

- ❖ Work satisfaction
- ❖ Leadership and management
- ❖ Culture
- ❖ Career opportunities
- ❖ Communication and collaboration

RESPONSES

A total of **57** employees were invited to take part in the survey and **22** responses were received.

Culture

How likely is it that you would recommend ELRC to a friend or colleague?	Number	Percentage
Very likely	9	40,90%
Somewhat likely	8	36,40%
Unlikely	5	22,70%

How proud are you with of the ELRC brand?	Number	Percentage
Very proud	5	23,00%
Proud	8	36,00%
Moderately proud	9	41,00%

The Employees appear to be satisfied with the overall culture of the Council. A total of 41% would recommend the ELRC to friends.

Work satisfaction

In a typical week, how often do you feel stressed at work?	Number	Percentage
Quite often	14	63,60%
Seldom	6	27,00%
Daily	2	9,10%

What are the triggers of your stress?	Number	Percentage
Changes within the organisation	8	36,40%
Heavy workload	9	40,90%
Tight deadlines	7	31,80%
Changes of duties	2	9,00%
Tedious work	6	27,30%
Long hours	1	5,00%
Job insecurity	3	14,00%

A total of 64% of respondents feel stressed at work on a consistent basis, this is mainly attributed to heavy workloads.

How meaningful do you feel your work is?	Number	Percentage
Extremely meaningful	10	45,50%
Reasonably meaningful	11	50,00%
Significant	1	4,50%

50% of respondents find their work reasonably meaningful, despite the workload.

How challenging is your job?	Number	Percentage
Extremely challenging	3	14,00%
Moderately challenging	7	32,00%
Manageable	9	40,90%
Not challenging	4	18,00%

Overall are you satisfied or dissatisfied with your job?	Number	Percentage
Very satisfied	4	18,00%
Satisfied	6	27,30%
Neither satisfied nor dissatisfied	10	46,00%
Dissatisfied	1	4,50%
Very dissatisfied	1	4,50%

41% of respondents find their work manageable and 46% are neither satisfied nor dissatisfied with their job.

Career opportunities

Are you satisfied with your opportunities for professional growth?	Number	Percentage
Very satisfied	3	13,60%
Satisfied	6	27,30%
Neither satisfied nor dissatisfied	7	31,80%
Dissatisfied	5	22,70%
Very dissatisfied	1	4,50%

In relation to the Council's ability to offer opportunity for career development, 32% of employees expressed that they are neither satisfied nor dissatisfied with the opportunities offered by Council for professional growth.

Leadership and management

My supervisor and I have a good relationship	Number	Percentage
Always	14	64,00%
Sometimes	7	31,80%
Never	1	5,00%

Employees are generally satisfied with the leadership and management of the Council. This is evidenced by the 64% of respondents who have a good relationship with their supervisors.

Communication and collaboration

How comfortable do you feel voicing your concerns to your supervisor?	Number	Percentage
Very comfortable	5	23,00%
Quite comfortable	9	40,90%
Fairly comfortable	3	14,00%
Not comfortable	4	18,20%

41% of respondents are quite comfortable voicing their concerns to supervisors.

Do you know and understand the Council's policies & SOPs	Number	Percentage
To some extent	11	50,00%
Yes	11	50,00%

Do you understand the objectives of the Council's	Number	Percentage
To some extent	9	41,00%
Yes	13	63,60%

Employee seem to be very comfortable with the channels of communication of the Council.

OVERALL REPORT

The report reveals that the employees of the Council are moderately satisfied and are proud to be associated with the organisation. Findings further indicate that staff have a good relationship with their Managers/Supervisors and that they are comfortable to voice their concerns. A total of 50% of the employees of Council understand the Council's Policies and SOPs and 63% of employees understand the objectives of the Council.

A total of 41% of respondents attributed high stress levels to heavy workload. The findings also revealed that a number of employees (31%) feel that the Council does

not offer any growth opportunity. This is to be expected as the ELRC is a small organisation.

RECOMMENDATIONS

To strengthen employee relationships: Job satisfaction is connected to relationships that the employee has with co-workers. The Council is to use employees on teams to solve problems and use team building exercises to help develop and strengthen co-worker relationships. Furthermore, more Health and Wellness activities will be introduced.

Establish Trust with employees: Management needs to establish trust with employees at all levels. Employees need to be able to trust those who have been placed in a position of authority. Communication is often a key factor in trust. Communicating clearly and often while striving to explain the **why** behind decisions can help to minimise issues of trust.