

BULLER DISTRICT COUNCIL

30 JUNE 2021

AGENDA ITEM 14

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Attachment 1 - Culture & Engagement Survey (March 2021)

STAFF ENGAGEMENT SURVEY 2021

1. REPORT SUMMARY

As part of the Chief Executive Officer's key performance indicators, a core KPI is Staff Engagement. As a tool to measure the culture and engagement of staff, a Staff Satisfaction Survey is conducted on an 18-month cycle.

The CEO KPI's for the 2020/2021 year are as follows:

1. Staff engagement surveys attain a minimum of 80% response rate.
2. The overall staff engagement index is 5% higher than 30 June 2020.
3. The staff confidence that collective organisational leadership inspires and motivates is 5% higher than at 30 June 2020.

2. RECOMMENDATION

That Council receive the Culture & Engagement Survey for information.

3. ISSUES & DISCUSSION

In January 2021, Organisation Development Institute (ODI) was engaged to conduct the Culture and Engagement Survey of staff with pleasing results. The overall employee engagement levels have increased 9% since the previous survey in August 2019, with 83% of staff engaged in their work. This is 15% higher than the global benchmark of employee engagement. Staff have reported a noticeable culture shift, improvement in communication with the public and the wellbeing of the community at the forefront of mind.

Four of the five culture levers assessed are performing well since 2019, being Alignment, Fairness, Leadership and Support Systems with a slight decrease in the Enablement lever. This lever applies to the equipment, systems and process for staff to effectively and efficiently carry out their jobs and was rated the lowest in the survey. The highest rated area within the survey related to the leadership lever, with staff reporting that the person they report to contributes to a positive workplace culture and is a positive role model.

In comparison from the 2019 survey results, the largest areas of movement have been:

- A. The contributions of individuals are recognised with an increase of 8%;
- B. The person I report to is a positive role model for how to act, behave and make decision at BDC with an increase of 6%; and
- C. I am confident that as an organisation we can execute the Long Term Plan successfully with a decrease of -5%.

It is important to highlight the timing of the survey for item C above, the staff perceptions at this time of executing the Long Term Plan successfully, and the contributing factors that led to the 0.31% decrease. The Commercial & Corporate Services department historically have led the Long Term Plan process and at a critical time in the planning and development stages, two key senior staff departed the organisation causing uncertainty amongst our staff.

However, the organisation has pulled together and delivered a carefully planned and well organised Long Term Plan for adoption on this agenda. This demonstrates the depth of skills and capabilities of our employees within the organisation.

ODI have provided 4 recommendations for continuous improvements for the organisation:

- 1. Improve Efficiency through Updating Systems and Processes.
- 2. Managing Workload to Enable Staff to Meet Deadlines.
- 3. Work on Continued and Improved Communication Between Departments and Teams.

And continuing the focus on:

- 4. Strong Leadership and Culture.

The significant shift in culture and engagement across the organisation, is a result of the continuous business and leadership enhancements that have been implemented.