

Report

Report to:	Corporate Resources Committee
Date of Meeting:	15 December 2004
Report by:	Executive Director (Corporate Resources)

Subject:	Employee Attitude Survey
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1 Purpose of Report

1.1 The purpose of the report is to:-

- ◆ advise of the results of the 2004 Employee Attitude Survey compared with previous attitude surveys

2 Recommendation(s)

2.1 The Committee is asked to approve the following recommendation(s):-

- To note the outcome of the Employee Attitude Survey 2004.
- That the results of the survey are used by Resources for the implementation of the HSE stress management standards.
- To undertake the next Employee Attitude Survey within the next 18-24 months.

3 Background

- 3.1 As part of the Communication Strategy, the Council has a commitment to undertake a survey of employee attitudes every 18-24 months.
- 3.2 Survey results show the number of positive responses to set questions received from employees. Questions are designed to identify employee attitudes in relation to Involvement, Development, Communications and Corporate Identity.
- 3.3 The 2004 survey is the fourth survey of employee attitudes to be undertaken by the Council. Results have been compared with previous years survey results.

4 Results

- 4.1 Questionnaires were issued to 3075 employees, which represents a 20% sample of the workforce. A total of 1530 completed questionnaires (a return rate of 50%) were returned. This is a statistically significant return rate and provides a valid reflection of attitudes across the Council. The returns for each Resource are outlined below:

Resource	No. Issued	No. Returned	% Return
Community	609	247	41%
Corporate	51	51	100%
Education	1245	547	44%
Enterprise	124	114	92%
Finance & IT	54	44	81%
Housing & Technical	417	202	48%
Social Work	575	325	57%
TOTAL	3075	1530	50%

4.2 The following are positive responses shown as a percentage of the overall responses received, and includes comparisons with previous years.

Question	APT&C				Manual/Craft				Teachers			
	97/98	99	01/02	04	97/98	99	01/02	04	97/98	99	01/02	04
	%	%	%	%	%	%	%	%	%	%	%	%
1. I am involved in the decisions that affect my work	72	63	71	77	42	50	50	52	64	89	80	87
2. I am able to change the way my work is arranged	68	70	75	78	47	41	50	49	49	60	63	71
3. I am encouraged to give comments on how I do my job	80	67	74	80	48	54	56	61	71	78	84	87
4. I feel I am kept well briefed of issues that relate to my job	40	57	66	75	35	64	63	58	56	82	85	88
5.* My boss and I review learning and development needs	N/a	61	72	84	N/a	48	53	66	N/a	78	91	96
6. I receive the appropriate training to do my job	57	65	73	82	60	66	76	75	50	75	82	94
7. I feel part of my Resource	60	66	69	76	50	69	65	64	71	83	80	88
8. I feel part of South Lanarkshire	52	64	69	76	51	67	68	63	28	61	64	70
Overall Positive responses	61	64	71	79	48	57	60	61	56	76	79	85

* Question not introduced until 1999 survey

4.3 Appendix A outlines the positive responses as a percentage of overall numbers received for each Resource for 1999, 2001/2 and 2004. Resource figures for 1997/98 were not collated using the SNAP system, which is a questionnaire and design system, and as such are not available.

5 Main Findings -1999, 2001/02 & 2004 comparison

- 5.1 The overall return rate of 50% was 10% higher when compared with the 2001/2 survey. Corporate Resources received the highest return rate of 100% and Community Resources the lowest with a return rate of 41%.
- 5.2 Since 1999 positive responses have increased overall for APT&C employees by 15% to 79%, for manual and craft employees by 4% to 61%, and for teaching staff by 10% to 85%.

6 Involvement

- 6.1 All employee groups reported an increase in their involvement in decisions that affect their work (question 1) when compared to 2001/2. APT&C reported a rise of 6% to 77%, Teachers reported a 7% rise in this to 87%, and Manual and Craft employees a 2% rise to 52%.
- 6.2 Most employees reported they were able to change the way that their work was arranged (question 2) when compared to 2001/2. APT&C employees reported a 3% rise to 78%, Teachers reported an 8% rise to 71%. Manual/Craft employees reported a slight decrease by 1% to 49%.

7 Communication

- 7.1 A high percentage of all employee groups reported that they were encouraged to give comments on how they undertook their job (question 3) as compared to 2001/2. Teachers reported an increase by 3% to 87%, APT&C employees reported a 6% increase to 80% and Manual/Craft employees reported a 5% increase to 61%.
- 7.2 Most employees indicated that they were briefed on issues relating to their job (question 4). APT&C employees reported an increase by 9% to 75%, Teachers reported a 3% rise to 88%, and Manual/Craft employees reported a decrease by 5% to 58%. However positive responses to this question in Housing and Technical Resources have increased by 15% to 67% and in Social Work Resources by 24% to 70%.

8 Development

- 8.1 All employee groups indicated that training and development needs were reviewed and this had increased (question 5) when compared to 2001/2. APT&C employees reported a 12% increase to 84%, Teachers reported a 5% increase to 96% and Manual and Craft employees reported a significant increase of 13% to 66%.
- 8.2 There was also overall an increased positive response from employees when asked if they receive the appropriate training to do their job (question 6) as compared to 2001/1. APT&C employees reported an increase by 9% to 82%, Teachers reported an increase by 12% to 94%. There was a slight decrease by 1% within Manual/Craft employees to 75%.

9 Corporate Identity

- 9.1 In response to whether or not employees felt part of their Resource (question 7) when compared to 2001/2, APT&C employees reported a rise by 7% to 76%, Teachers reported an increase by 8% to 88%. However Manual/Craft employees reported a slight decrease by 1% to 64%.
- 9.2 Most employees reported that they felt part of South Lanarkshire Council (question 8) when compared to 2001/2. APT&C employees reported an increase by 7% to 76%,

Teachers reported a 6% increase to 70%. However Manual/Craft employees reported a reduction by 5% to 63%. However positive responses to this question in Housing and Technical Resources have increased by 19% to 87%.

10 Comments

- 10.1 Additional comments from respondents were collated. In general positive comments included the presence of open lines of communication and that employees felt encouraged to give feedback.
- 10.2 In contrast, respondents raised some points of concern including the belief that decisions are made at a higher level and some employees do not agree with the decisions that are made. Additionally, some employees indicated that the briefings in relation to issues that relate to their job could be improved.

11 Conclusions

- 11.1 In several areas we are now achieving optimum levels of satisfaction, and therefore it should be recognised that we would not expect to see significant improvements in future surveys.
- 11.2 Manual and Craft employees in general still have a lower positive response rate than other employee groups. However we would expect to see this to improve year on year as the Single Status Agreement and Competence Initiative Process are imbedded within Resources.

12. Further Developments

- 12.1 An article will be included in The Works magazine to allow the communication of main findings to be presented to all employees.

13 Employee Implications

- 13.1 There are no employee staffing implications in this report.

14 Financial Implications

- 14.1 None

15 Other Implications

- 15.1 None

16 Consultation

- 16.1 Consultation with the relevant trade unions on this survey has taken place and results will be presented to the JCF on 6 December 2004.

Alan Cuthbertson
Executive Director (Corporate Resources)

11 November 2004

Link(s) to Council Objectives

- Managing South Lanarkshire's wealth of resources

Previous References

- 26 June 2002

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Employee Attitude Survey Resource Breakdown

Resource:	CORPORATE			
	APT&C		APT&C	
	%		%	
	99		2001/2	04
Question 1:				
I am involved in decisions that affect my work.	53		86	76
Question 2:				
I can change the way my work is arranged	78		88	82
Question 3:				
I am encouraged to give comments on how I do my job.	59		88	76
Question 4:				
I am kept well briefed on issues that relate to my job.	54		81	68
Question 5:				
My boss and I review my training and development needs.	88		83	83
Question 6:				
I receive the appropriate training to do my job.	83		83	69
Question 7:				
I feel part of my Resource.	45		76	81
Question 8:				
I feel part of South Lanarkshire Council.	76		83	88

Employee Attitude Survey Resource Breakdown

Resource:	COMMUNITY									
	APT&C					MANUAL/CRAFT				
	%		%		%	%		%		%
	99		2001/2		04	99		2001/2		04
Question 1:										
I am involved in the decisions that affect my work.	63		66		73	51		45		47
Question 2:										
I can change the way my work is arranged.	73		76		78	39		46		49
Question 3:										
I am encouraged to give comments on how I do my job.	67		68		77	54		52		57
Question 4:										
I am kept well briefed on issues that relate to my job	54		58		70	63		70		54
Question 5:										
My boss and I review my training and development needs.	54		66		84	51		55		59
Question 6:										
I receive the appropriate training to do my job.	62		64		80	78		84		75
Question 7:										
I feel part of my Resource.	60		59		71	70		64		54
Question 8:										
I feel part of South Lanarkshire Council.	56		60		78	71		64		55

Employee Attitude Survey Resource Breakdown

RESOURCE:	EDUCATION											
	APT/C			MANUAL/CRAFT						TEACHER		
	%		%		%		%		%		%	
	99		2001/2		04		99		2001/2		04	
Question 1:												
I am involved in the decisions that affect my work.	66		65		82		25		67		72	
Question 2:												
I can change the way my work is arranged.	68		65		84		50		17		63	
Question 3:												
I am encouraged to give comments on how I do my job.	70		67		85		50		83		72	
Question 4:												
I am kept well briefed on issues that relate to my job	59		62		81		63		100		75	
Question 5:												
My boss and I review my training and development needs.	66		73		91		57		100		84	
Question 6:												
I receive the appropriate training to do my job.	60		72		88		63		83		79	
Question 7:												
I feel part of my Resource.	86		64		82		50		83		76	
Question 8:												
I feel part of South Lanarkshire Council.	61		67		80		63		83		75	

Employee Attitude Survey Resource Breakdown

RESOURCE:	ENTERPRISE									
	APT&C					MANUAL/CRAFT				
	%		%		%	%		%		%
	99		2001/2		04	99		2001/2		04
Question 1:										
I am involved in the decisions that affect my work.	72		81		85	25		60		50
Question 2:										
I can change the way my work is arranged.	79		82		82	25		60		40
Question 3:										
I am encouraged to give comments on how I do my job.	47		76		78	75		70		60
Question 4:										
I am kept well briefed on issues that relate to my job	40		73		80	63		70		60
Question 5:										
My boss and I review my training and development needs.	60		85		91	75		70		80
Question 6:										
I receive the appropriate training to do my job.	65		91		93	63		80		90
Question 7:										
I feel part of my Resource.	65		75		87	50		70		80
Question 8:										
I feel part of South Lanarkshire Council.	55		80		85	50		70		67

Employee Attitude Survey Resource Breakdown

RESOURCE:	FINANCE & IT					
	APT&C					
	%		%		%	
	99		2001/2		04	
Question 1:						
I am involved in the decisions that affect my work.	82		92		88	
Question 2:						
I can change the way my work is arranged.	77		82		90	
Question 3:						
I am encouraged to give comments on how I do my job.	89		92		81	
Question 4:						
I am kept well briefed on issues that relate to my job	72		87		81	
Question 5:						
My boss and I review my training and development needs.	77		100		88	
Question 6:						
I receive the appropriate training to do my job.	87		84		84	
Question 7:						
I feel part of my Resource.	87		92		86	
Question 8:						
I feel part of South Lanarkshire Council.	88		87		95	

Employee Attitude Survey Resource Breakdown

RESOURCE:	HOUSING & TECHNICAL RESOURCES									
	APT&C					MANUAL/CRAFT				
	%		%		%	%		%		%
	99		2001/2		04	99		2001/2		04
Question 1:										
I am involved in the decisions that affect my work.	57		76		81	68		59		53
Question 2:										
I can change the way my work is arranged.	64		83		78	60		58		53
Question 3:										
I am encouraged to give comments on how I do my job.	59		81		81	61		53		47
Question 4:										
I am kept well briefed on issues that relate to my job	42		76		74	63		52		67
Question 5:										
My boss and I review my training and development needs.	40		63		85	45		44		60
Question 6:										
I receive the appropriate training to do my job.	53		70		84	50		64		93
Question 7:										
I feel part of my Resource.	57		75		72	73		62		80
Question 8:										
I feel part of South Lanarkshire Council.	56		74		75	72		68		87

Employee Attitude Survey Resource Breakdown

RESOURCE:	SOCIAL WORK									
	APT&C					MANUAL/CRAFT				
	%		%		%	%		%		%
	99		2001/2		04	99		2001/2		04
Question 1:										
I am involved in the decisions that affect my work.	59		62		72	36		46		67
Question 2:										
I can change the way my work is arranged.	63		67		73	28		46		58
Question 3:										
I am encouraged to give comments on how I do my job.	68		72		81	36		62		86
Question 4:										
I am kept well briefed on issues that relate to my job	61		59		74	36		46		70
Question 5:										
My boss and I review my training and development needs.	54		67		83	45		31		78
Question 6:										
I receive the appropriate training to do my job.	64		72		81	64		46		81
Question 7:										
I feel part of my Resource.	74		65		78	45		77		87
Question 8:										
I feel part of South Lanarkshire Council.	64		61		75	36		85		79