



EMPLOYEE ENGAGEMENT SURVEY RESULTS 2024

Report by Chief Executive

PURPOSE

- 1.1 The purpose of the Report is to inform the Committee of the 2024 Employee Engagement Survey results.

EXECUTIVE SUMMARY

- 2.1 The first corporate wide employee survey was undertaken in 2008 by Ipsos MORI. Approval was granted to undertake the fifth employee engagement survey during 2024. The aim of the survey continues to focus on identifying and exploring employee's experiences of working for the Comhairle in order to find better ways of working and drive service improvements.
- 2.2 A total of 729 questionnaires were completed and returned representing a response rate of 35%. The returns included 724 online returns (99%) and 5 paper questionnaires (1%). Based on the responses received it is very positive to note that employees report a consistent level of satisfaction at 69%, a further 46% of employees rated the Comhairle as the best/above average place to work and 45% confirmed that they were proud to work for the Comhairle.
- 2.3 The survey also identifies a number of areas for improvement including reports of feeling disadvantaged, accounts of bullying and/or harassment, particularly from service users/general public and attendance management.
- 2.4 Work will now be undertaken with the Health and Safety Team and Organisational Development Team to review the responses to the integrated stress indicator questions.
- 2.5 In summary survey results establish that employees have demonstrated resilience and report increased levels of satisfaction across a range of work-related factors. Further work will be undertaken to analyse the valuable information provided within the survey in more detail. Recommendations will be made and aligned corporately to achieve continuous improvement across the Comhairle.

RECOMMENDATION

- 3.1 **It is recommended that the Comhairle note the results of the fifth Employee Engagement Survey undertaken in 2024.**

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Appendix:	Employee Engagement Survey Results 2024
Background Papers	None

IMPLICATIONS

4.1 The following implications are applicable in terms of the Report.

Resource Implications	Implications/None
Financial	None
Legal	None
Staffing	The survey results provide an evidence base for service improvement
Assets and Property	None
Strategic Implications	Implications/None
Risk	None
Equalities	None
Corporate Strategy	Support skills development across our communities and workforce Support equality of opportunity
Environmental Impact	None
Consultation	Senior Management, Trade Union Representatives and Employee Forum